

# TOWN OF HERNDON

*Enriching the Quality of Life and Promoting a Sense of Community*



## MEMORANDUM

**To:** Stephen F. Owen, Town Manager

**From:** Henry G. Bibber, Director of Community Development *HGB*

**Date:** September 8, 2006

**Subject:** Monthly Community Inspections Report, Month of August, 2006

Attached is the monthly report for August, 2006, prepared by Bill Edmonston, Senior Community Inspector. Additional Information concerning excessive occupancy complaints is set forth below.

Excessive Occupancy Caseload Status			
Status	August 2006	July 2006	Change
New Complaints Received	49	23	+26
Cases Closed	40	24	+16
Violations Abated	15	15	0
% Cases Closed with Abated Violations (previous 12 months)	46.0%	51.6%	n/a
# Cases Currently Under Investigation	102	99	+3
# Complaints Reported, No Investigation Initiated	5	1	+4
<i>Total Open Complaints</i>	<i>107</i>	<i>100</i>	<i>+7</i>

During the month of August, the number of new complaints has increased along with the number of cases currently under investigation. Of the new complaints documented in August, 39% were initiated by Town staff; including referrals from the Herndon Police Department, Department of Finance, and investigation of room rental announcements.



Complaint Year 2005	Days to First Visit	Days to Determine Status	Days under Investigation	Enforcement Time
Avg.	18.9	88.2	69.4	39.5
Min.	0	0	≤1	0
Max.	135	468	406	321

Complaint Year 2006 (to date)	Days to First Visit	Days to Determine Status	Days under Investigation	Enforcement Time
Avg.	7.1	35.6	28.6	19.9
Min.	≤1	≤1	≤1	≤1
Max.	55	214	213	185

Based on the above charts, we can determine that the average length of time to determine if a violation exists continue to be less in 2006 compared with the results of 2005. The number has been reduced from 88.2 days to 35.3 days.

**Days to First Visit** – the number of days from the date of the complaint to the date of investigative action being taken by an inspector.

**Days to Determine Status** – the number of total days from the date of the complaint until an Inspector reaches a conclusion as to whether a violation exists or the complaint is unfounded.

**Days under Investigation** – the number of days from the first date of investigative action by an Inspector until the date that a determination is made regarding the existence of a violation.

**Enforcement Time** – the number of days spent on resolving the violation, after the Inspector identifies that a violation exists.

Excessive occupancy violations taken to court during the month of August include the following:

322 Missouri – settled	405 Patrick – guilty
405 Pickett – guilty	1273 Magnolia – guilty
729 Gentle Breeze - guilty	909 Broad Oaks – guilty
1262 Redwood – guilty	1108 Burwick

The final set of attachments comprises the green-yellow-red status of overcrowding complaints during the month of August, 2006.

If you have any questions regarding this report, please contact me at (703)435-6800 x 2030.

Attachments as stated.

Cc: Chairman Sivertsen and Members of the Planning Commission  
 Elizabeth M. Gilleran, Zoning Administrator  
 William Edmonston, Senior Community Inspector  
 Elizabeth Hagg, Director of Neighborhood Resources  
 Anne Curtis, Public Information Officer  
 Gigi Le, Help Desk Analyst



# TOWN OF HERNDON

*Enriching the Quality of Life and Promoting a Sense of Community*



## MEMORANDUM

**To:** Henry G. Bibber, Director of Community Development

**From:** William Edmonston, Senior Community Inspector *WSE*

**Date:** September 5, 2006

**Subject:** Monthly Community Inspections Report – August 2006

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- During the month of August 2006, the Building Official's staff and Zoning Administrator's staff closed ninety-six cases, which included violations of the Zoning Ordinance, Building Code, and the Town Code. The breakdown of the total number of closed violations is as follows:

- One BOCA new construction violation
- Ten BOCA property maintenance complaints
- Three business violations
- One fence violation
- Three home-based business complaints
- Forty excessive occupancy complaints
- Four tall grass complaints
- Ten trash complaints
- Twenty-three vehicle complaints
- One miscellaneous complaint

A summary of closed cases is found in Attachment #1.

- In August 2006, the Department of Community Development and the Building Official's Office received ninety-eight new complaints. The new cases consisted of :

- One BOCA new construction violation
- Two BOCA property maintenance violations
- Two fence violations
- Eight home-based business concerns
- One illegal dwelling unit violation complaint
- Forty-nine excessive occupancy complaints
- Six tall grass violations
- Nine trash violation complaints
- Nineteen vehicle violations
- one miscellaneous complaint



A summary of new complaints is found in Attachment #2.

- As of August 2006, the report for the fiscal year shows that the total number of complaints for all types of violations is one hundred sixty-eight. Of that total, only ninety of those cases remain open. For the calendar year of 2006, the total number of open complaints is one hundred ninety-one. The three most prevalent types of complaints continuing to be investigated are overcrowding, BOCA property maintenance, and BOCA new construction.

An Executive Summary Report for the fiscal year is found in Attachment #3.

An Executive Summary Report for the calendar year of 2006 is found in Attachment #4.

- The total number of enforcement related actions equaled four hundred fifty-three for August 2006. Within those noted actions, a total of one hundred and seven addresses were investigated for excessive occupancy complaints. In August 2006, the percentage of excessive occupancy cases without investigative activity increased from 0% in July 2006 to 5%.
- Zoning staff removed three hundred and ten signs illegally placed in the public right-of-way during the month of August 2006.
- Community Inspectors completed a total of eleven Zoning Inspection Permits (ZIP's) during the month of August 2006.
- Zoning staff continues providing early morning, evening, and weekend enforcement to identify and resolve reported violations.

If you have any questions concerning this report, please contact me at (703) 435-6800 x 2030.

Attachments: as stated

Cc: Bob Boxer, Director of Public Works  
Elizabeth M. Gilleran, Zoning Administrator  
Lieutenant Ron Thunman, Herndon Police Department  
John Orrison, Building Official  
Elizabeth Hagg, Director of Neighborhood Resources  
Mark Holland, Planner  
David H. Pace, Community Inspector  
Fermina Rochac, Community Inspector  
Kevin T. Karnik, Community Inspector



# Zoning Complaints Closed

For Period: 08/01/2006 - 08/31/2006

ComplaintType	SubType	
BOCA NEW CONSTRUCTION		
	INTERIOR ONLY	
	<b>Sub Total:</b>	1
<b>Total:</b>		1
BOCA PROPERTY MAINTENANCE		
	<b>Sub Total:</b>	10
<b>Total:</b>		10
BUSINESS VIOLATION		
	ILLEGAL USE	
	<b>Sub Total:</b>	2
	OTHER	
	<b>Sub Total:</b>	1
<b>Total:</b>		3
FENCE		
<b>Sub Total:</b>		1
<b>Total:</b>		1
HOME-BASED BUSINESS		
	HOME-BASED OPERATING ILLEGALLY	
	<b>Sub Total:</b>	1
	HOME-BASED WITHOUT PERMIT	
<b>Sub Total:</b>		2
<b>Total:</b>		3



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**ComplaintType****SubType**

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**OTHER****Sub Total:** 1**Total:** 1

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**OVERCROWDING****Sub Total:** 38**Sub Total:** 2**Total:** 40

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**TALL GRASS****Sub Total:** 4**Total:** 4

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**TRASH****Sub Total:** 10**Total:** 10

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**VEHICLE****Sub Total:** 6**Sub Total:** 2**Sub Total:** 15**Total:** 23

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**ComplaintType**

**SubType**

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**Total cases closed for this time period:**

96



# New Zoning Complaints

For Period: 08/01/2006 - 08/31/2006

ComplaintType

SubType

Sub Total: 1

Total: 1

## BOCA PROPERTY MAINTENANCE

Sub Total: 2

Total: 2

## FENCE

Sub Total: 2

Total: 2

## HOME-BASED BUSINESS

DEFINITION OF A FAMILY

Sub Total: 1

HOME-BASED OPERATING ILLEGALLY

Sub Total: 4

HOME-BASED WITHOUT PERMIT

Sub Total: 3

Total: 8

## ILLEGAL DWELLING UNIT

ILLEGAL DWELLING UNIT

Sub Total: 1

Total: 1



**ComplaintType**

**SubType**

**OTHER**

[Empty box]

**Sub Total:** 1

**Total:** 1

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**OVERCROWDING**

DEFINITION OF A FAMILY

**Sub Total:** 47

ILLEGAL DWELLING UNIT

**Sub Total:** 1

ILLEGAL USE TRANSIENT HOUSING

**Sub Total:** 1

**Total:** 49

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**TALL GRASS**

[Empty box]

**Sub Total:** 6

**Total:** 6

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**TRASH**

[Empty box]

**Sub Total:** 9

**Total:** 9

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**VEHICLE**

HOME-BASED ILLEGAL USE

**Sub Total:** 1

PARKING ON UNPAVED SURFACE

**Sub Total:** 3

VEHICLE-COMMERCIAL



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**ComplaintType****SubType**

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**Sub Total:** 1

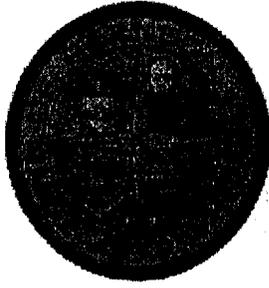
VEHICLE-INOPERABLE
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**Sub Total:** 14**Total:** 19

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**Total new cases for this time period:** 98



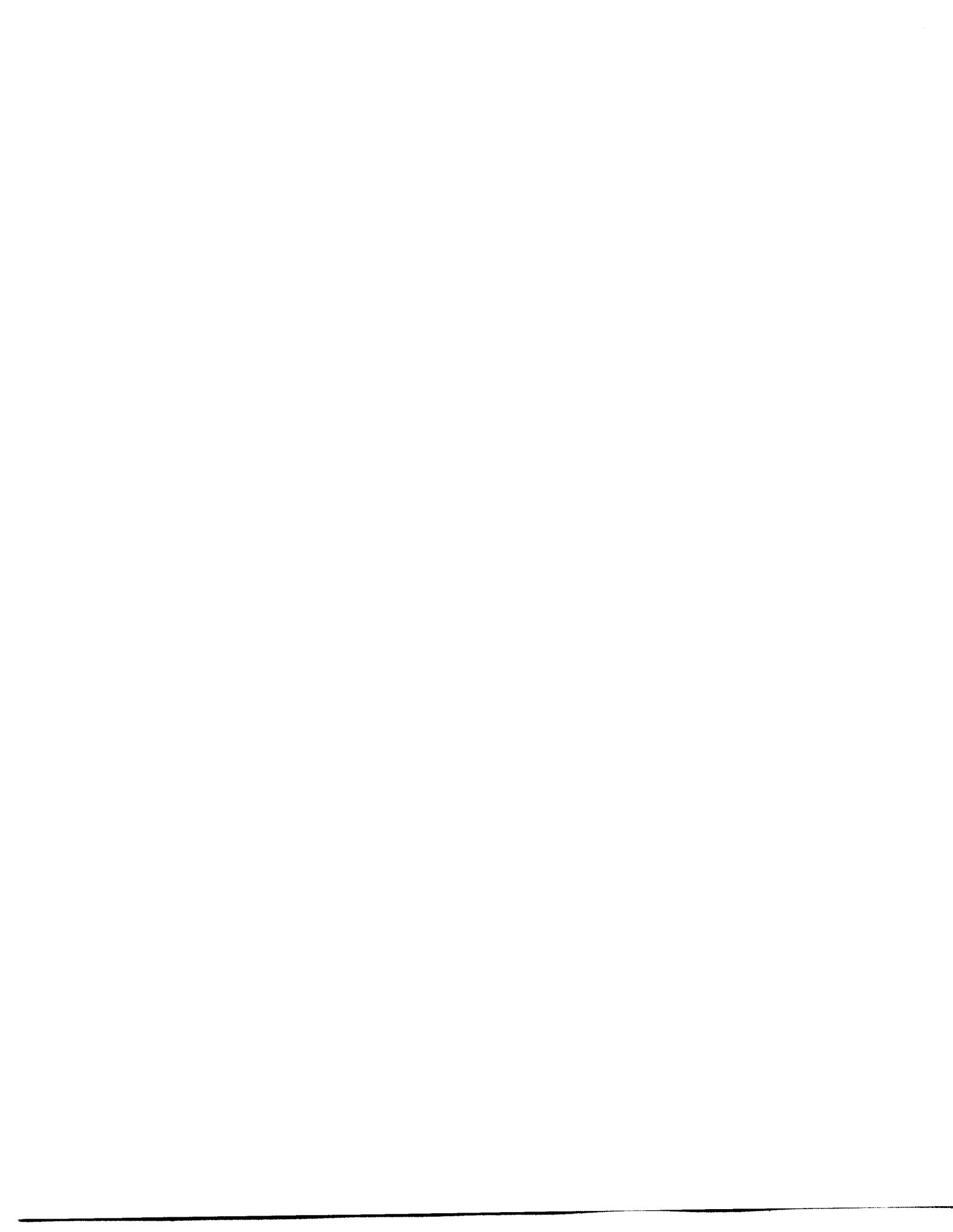


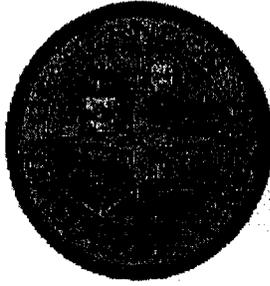
# Executive Summary Code Complaints

FISCAL YEAR 2006-2007

Complaint Type	Total	CLOSED	OPEN
	1		1
BOCA NEW CONSTRUCTION	5		5
BOCA PROPERTY MAINTENANCE	9	4	5
FENCE	3	1	2
HOME-BASED BUSINESS	10	1	9
ILLEGAL DWELLING UNIT	2		2
OTHER	5	1	4
OVERCROWDING	72	22	50
TALL GRASS	14	10	3
TRASH	19	16	3
VEHICLE	28	22	6
	<b>Total Closed:</b>		77
	<b>Total Open:</b>		90
	<b>Total Complaints:</b>		168

Percent Closed: 46%      Percent Open: 54%





# Executive Summary Code Complaints

COMPLAINTS BY TYPE - 2006

Complaint Type	Total	CLOSED	OPEN
	1		1
BOCA NEW CONSTRUCTION	39	15	24
BOCA PROPERTY MAINTENANCE	65	35	30
BUSINESS VIOLATION	9	8	1
EXCESSIVE PAVED SURFACE	1	1	
FENCE	18	15	3
HOME-BASED BUSINESS	35	24	11
ILLEGAL DWELLING UNIT	5	2	3
OTHER	12	2	10
OVERCROWDING	215	125	89
SIGN	1	1	
TALL GRASS	42	37	4
TRASH	73	64	9
VEHICLE	109	102	6
	<b>Total Closed:</b>		431
	<b>Total Open:</b>		191
	<b>Total Complaints:</b>		625

**Percent Closed:** 69%      **Percent Open:** 31%





# Excessive Occupancy Cases

## Status Green - Cases Closed Since 08/01/2006

### BLUEMONT

Street	Type	Unit	Complaint Date	Close Date	Status
BOND	ST		8/11/2006	8/31/2006	NO VIOLATION FOUND

### BRANCH DRIVE

Street	Type	Unit	Complaint Date	Close Date	Status
BRANCH	DR		1/27/2005	8/9/2006	ABATED
BRANCH	DR		4/11/2006	8/17/2006	ABATED
BRANCH	DR		4/25/2006	8/9/2006	ABATED

### CAVALIER PARK

Street	Type	Unit	Complaint Date	Close Date	Status
KINGS	CT		6/1/2006	8/21/2006	NO VIOLATION FOUND

### CHANDON

Street	Type	Unit	Complaint Date	Close Date	Status
ALABAMA	DR		6/22/2006	8/22/2006	NO VIOLATION FOUND
ARCHER	CT		12/5/2005	8/11/2006	NO VIOLATION FOUND
ARCHER	CT		12/5/2005	8/11/2006	NO VIOLATION FOUND
BRUCE	CT		8/14/2006	8/31/2006	NO VIOLATION FOUND

### CHANDON WOODS

Street	Type	Unit	Complaint Date	Close Date	Status
HERNDON	PW		5/12/2006	8/2/2006	ABATED
MISSOURI	AV		8/9/2006	8/23/2006	ABATED

### CHELMSFORD

Street	Type	Unit	Complaint Date	Close Date	Status
COLVIN	CT		6/8/2006	8/3/2006	NO VIOLATION FOUND
GUNNELL	CT		8/9/2006	8/15/2006	NO VIOLATION FOUND

### COURTS OF CHANDON

Street	Type	Unit	Complaint Date	Close Date	Status
LINDEN	CT		12/9/2005	8/10/2006	NO VIOLATION FOUND

### DUMBARTON SQUARE

Street	Type	Unit	Complaint Date	Close Date	Status
FERNDAL	AV		5/25/2006	8/2/2006	NO VIOLATION FOUND

Status Green describes resolved excessive occupancy complaints.

Cases current through 08/31/2006

Excessive Occupancy - Status Green, Page 1 of 3



[REDACTED]

**ESTATES AT EAGLE LIE**

Street	Type	Unit	Complaint Date	Close Date	Status
BURWICK	DR		3/20/2006	8/7/2006	ABATED

**FOUR SEASONS**

Street	Type	Unit	Complaint Date	Close Date	Status
AUTUMN	PL		7/25/2006	8/8/2006	NO VIOLATION FOUND
RAINBOW	CT		3/7/2006	8/10/2006	ABATED
SPRING KNOLL	DR		1/19/2006	8/21/2006	INSUFFICIENT EVIDENC
SPRING KNOLL	DR		3/8/2006	8/21/2006	ABATED

**HERNDON WOODS HOA**

Street	Type	Unit	Complaint Date	Close Date	Status
HERNDON WOODS	CT		8/4/2006	8/21/2006	NO VIOLATION FOUND

**HUNTERS CREEK**

Street	Type	Unit	Complaint Date	Close Date	Status
PEMBROOK	CT		4/25/2006	8/2/2006	ABATED
PEMBROOK	CT		7/12/2006	8/4/2006	NO VIOLATION FOUND

**IRON RIDGE**

Street	Type	Unit	Complaint Date	Close Date	Status
THIRD	ST		7/7/2006	8/23/2006	NO VIOLATION FOUND
THIRD	ST		8/7/2006	8/18/2006	NO VIOLATION FOUND

**PARK AVE SQUARE**

Street	Type	Unit	Complaint Date	Close Date	Status
PARK	AV		2/3/2006	8/7/2006	ABATED

**PARKWAY PLAZA**

Street	Type	Unit	Complaint Date	Close Date	Status
CYPRESS TREE	PL		6/26/2006	8/14/2006	ABATED
CYPRESS TREE	PL		7/26/2006	8/3/2006	NO VIOLATION FOUND

**POTOMAC FAIRWAYS**

Street	Type	Unit	Complaint Date	Close Date	Status
BOROS	CT		8/1/2006	8/9/2006	NO VIOLATION FOUND
TREVINO	LA		8/1/2006	8/28/2006	ABATED
TREVINO	LA		8/2/2006	8/14/2006	NO VIOLATION FOUND
TREVINO	LA		8/4/2006	8/9/2006	NO VIOLATION FOUND

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Status Green describes resolved excessive occupancy complaints.

Cases current through 08/31/2006

Excessive Occupancy - Status Green, Page 2 of 3





**WATERFORD PARK**

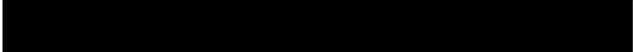
Street	Type	Unit	Complaint Date	Close Date	Status
VIRGINIA	AV		4/11/2006	8/10/2006	ABATED
VIRGINIA	AV		7/28/2006	8/8/2006	ABATED
VIRGINIA	AV		8/4/2006	8/8/2006	NO VIOLATION FOUND
VIRGINIA	AV		8/4/2006	8/8/2006	NO VIOLATION FOUND
VIRGINIA	AV		8/4/2006	8/8/2006	NO VIOLATION FOUND
VIRGINIA	AV		8/28/2006	8/31/2006	ABATED

**Total in Category: 38**





# Excessive Occupancy Cases Status - Yellow



## BENICIA ESTATES

Street	Type	Unit	Complaint Date
BAYSHIRE	LA		8/2/2006

## BLUEMONT

Street	Type	Unit	Complaint Date
BOND	ST		8/11/2006
BOND	ST		8/11/2006

## BRANCH DRIVE

Street	Type	Unit	Complaint Date
BRANCH	DR		5/2/2006
BRANCH	DR		4/7/2006
BRANCH	DR		8/17/2006
BRANCH	DR		4/11/2006
BRANCH	DR		8/17/2006

## CAVALIER PARK

Street	Type	Unit	Complaint Date
CHARLES	ST		4/18/2006
KINGS	CT		8/29/2006
KNIGHT	LA		8/11/2006
KNIGHT	LA		7/7/2006

## CHANDON

Street	Type	Unit	Complaint Date
BRUCE	CT		8/11/2006
PATRICK	LA		6/29/2006
PICKETT	LA		1/3/2006
VIRGINIA	AV		7/10/2006

## CHANDON WOODS

Street	Type	Unit	Complaint Date
MISSOURI	AV		2/12/2006
STUART	CT		8/15/2006

"Status Yellow" includes excessive occupancy complaints currently under investigation.

Cases current through 08/31/2006

Excessive Occupancy - Status Yellow, Page 1 of 5



**COURTS OF CHANDON**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
BIRCH	CT		3/3/2006
CHERRY	CT		7/6/2006
HOLLY	CT		3/10/2006
JUNIPER	CT		4/25/2006
LINDEN	CT		8/3/2006

**CRESTVIEW**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
CORDELL	WY		2/10/2006
CORDELL	WY		4/18/2006
RENEAU	WY		8/9/2006

**DOMINION RIDGE**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
MONROE	ST		12/13/2005

**DULLES PARK**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
DULLES	CT		12/15/2005
DULLES	CT		11/7/2005
DULLES	PL		12/15/2005
MAGNOLIA	LA		8/12/2005
MAGNOLIA	LA		8/1/2005

**DULLES PARK TOWNHOUSES**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
ALABAMA	DR		7/10/2006
ALABAMA	DR		7/10/2006
ALABAMA	DR		7/27/2006
WILSHIRE	DR		7/10/2006
WILSHIRE	DR		2/21/2006
WILSHIRE	DR		2/21/2006
WILSHIRE	DR		2/21/2006

"Status Yellow" includes excessive occupancy complaints currently under investigation.





**DUMBARTON SQUARE**

Street	Type	Unit	Complaint Date
BARTON OAKS	PL		10/12/2005
BARTON OAKS	PL		6/28/2006
FERNDALE	AV		2/1/2006
FERNDALE	AV		8/23/2006
FERNDALE	AV		8/23/2006
FERNDALE	AV		9/5/2006

**ESTATES AT EAGLE LIE**

Street	Type	Unit	Complaint Date
BURWICK	DR		2/6/2006
BURWICK	DR		6/1/2006
BURWICK	DR		3/20/2006
TYMPANI	CT		6/6/2005

**FOUR SEASONS**

Street	Type	Unit	Complaint Date
APRIL	WY		8/30/2006
APRIL	WY		5/31/2006
AUTUMN	PL		8/30/2006
AUTUMN	PL		8/2/2006
AUTUMN	PL		7/25/2006
GENTLE BREEZE	CT		5/8/2006
GENTLE BREEZE	CT		8/4/2006
SNOWFLAKE	CT		8/2/2006
SPRING KNOLL	DR		8/30/2006
SPRING KNOLL	DR		11/7/2005
SUMMERFIELD	DR		8/1/2006
SUNSET	CT		10/27/2005
WINTERBORNE	CT		7/24/2006
WINTERBORNE	CT		7/24/2006
WINTERBORNE	CT		7/24/2006

"Status Yellow" includes excessive occupancy complaints currently under investigation.



**FOUR SEASONS TOWNHOUSES**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
AUTUMNHAZE	CT		3/24/2006
SPRINGTIDE	PL		8/30/2006
SPRINGTIDE	PL		9/3/2006
SPRINGTIDE	PL		7/27/2006
SPRINGTIDE	PL		3/7/2006

**GREENS OVERLOOK**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
CRESTVIEW	DR		3/3/2006

**HERNDON OAKS APARTMENTS**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
ALABAMA	DR		8/6/2006

**HUNTERS CREEK**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
CLARKE	ST		8/18/2006
MERLINS	LA		7/11/2006

**LIFESTYLE**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
CENTER	ST	T1	6/5/2006

**MOSBY HEIGHTS**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
STERLING	RD		7/11/2006

**PARK AVE SQUARE**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
PARK	AV		7/11/2006
PARK	AV		8/31/2006
PARK	AV		5/25/2006
PARK	AV		8/29/2006
PARK	AV		7/7/2006
PARK	AV		2/15/2006

**PARKWAY PLAZA**

<b>Street</b>	<b>Type</b>	<b>Unit</b>	<b>Complaint Date</b>
CYPRESS TREE	PL		7/26/2006
CYPRESS TREE	PL		5/11/2006

"Status Yellow" includes excessive occupancy complaints currently under investigation.



POTOMAC FAIRWAYS

Street	Type	Unit	Complaint Date
FLOYD	PL		8/9/2006
NICKLAUS	CT		8/8/2006
TREVINO	LA		8/1/2006
TREVINO	LA		6/19/2006
TREVINO	LA		5/7/2006
TREVINO	LA		8/3/2006
TREVINO	LA		8/1/2006
TWAY	LA		2/28/2006
WHITWORTH	CT		8/1/2006

THE DOWNS

Street	Type	Unit	Complaint Date
ALABAMA	DR		8/1/2006
ASPEN	DR		1/20/2006
ASPEN	DR		4/19/2006
ASPEN	DR		4/13/2006

TRALEE

Street	Type	Unit	Complaint Date
DUBLIN	PL		7/6/2005

TREESIDE

Street	Type	Unit	Complaint Date
JEFF RYAN	DR		2/28/2006
JEFF RYAN	DR		3/10/2006
REDWOOD	CT		8/18/2006
REDWOOD	CT		11/3/2005

WATERFORD PARK

Street	Type	Unit	Complaint Date
VIRGINIA	AV		4/11/2006

**Total in Category: 102**

"Status Yellow" includes excessive occupancy complaints currently under investigation.





# Excessive Occupancy Cases Status - Red

WORLDGATE

Street	Type	Unit	Complaint Date
WORLDGATE	DR		6/27/2006

**Total in Category:** 1

"Status Red" includes all excessive occupancy complaints that have not yet been investigated.

Cases current through 08/31/2006

Excessive Occupancy - Status Red, Page 1 of 1

